

FIG.1
(PRIOR ART)

SSSP TRANSPORT

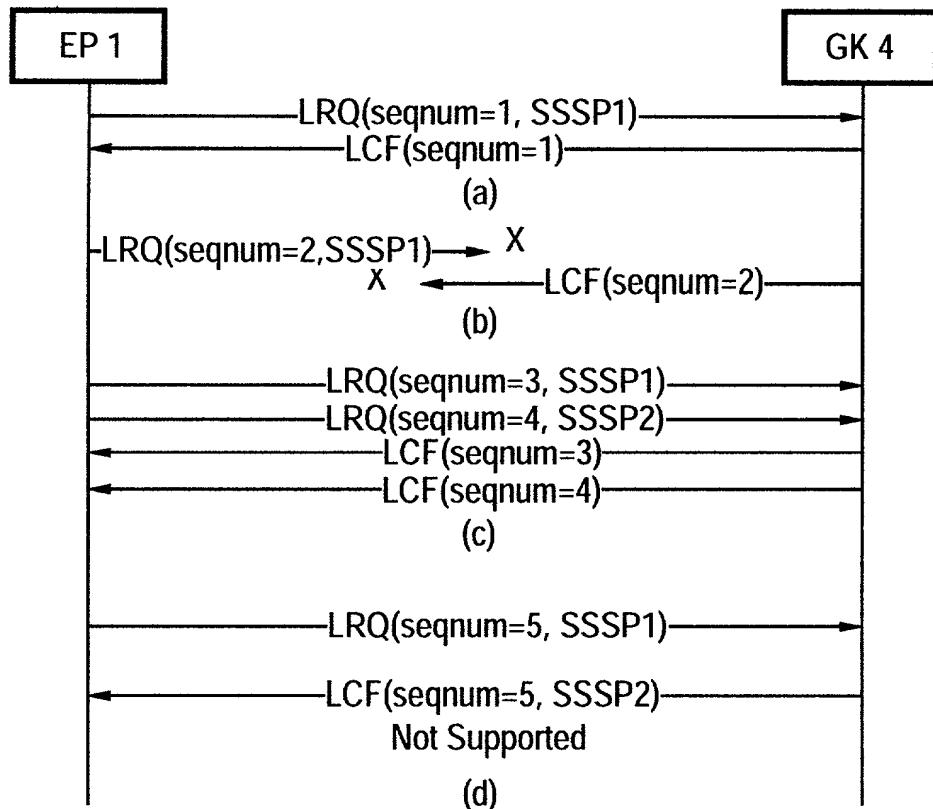


FIG.2

SCENARIO: MESSAGE WAITING, GK 4 INFORMS EP2

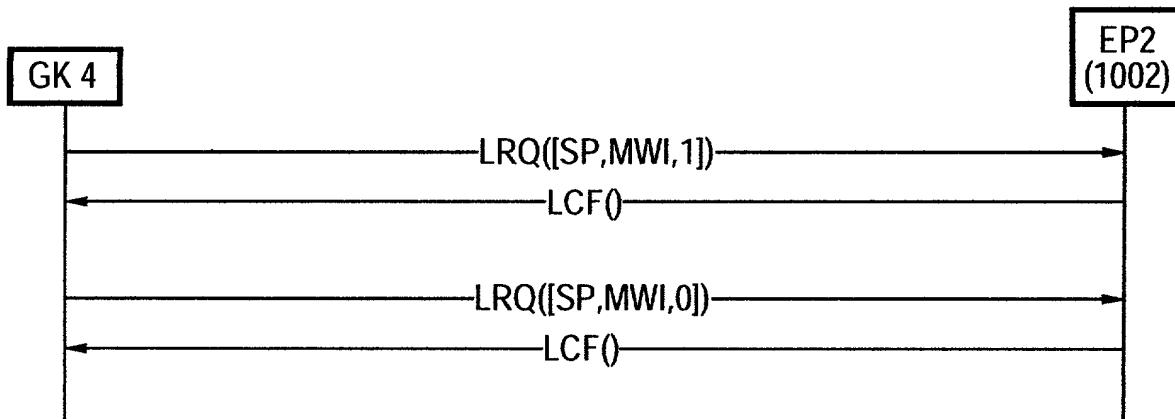


FIG.3

SCENARIO: EP2 PROVIDES THE GK 4 WITH MAINTENANCE DATA

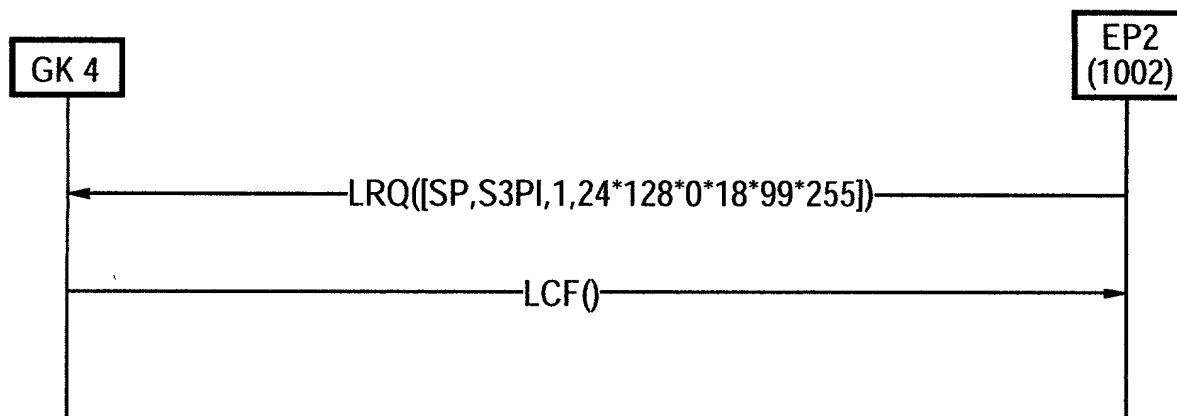


FIG.4

SCENARIO: ACD AGENT LOGIN/LOGOUT

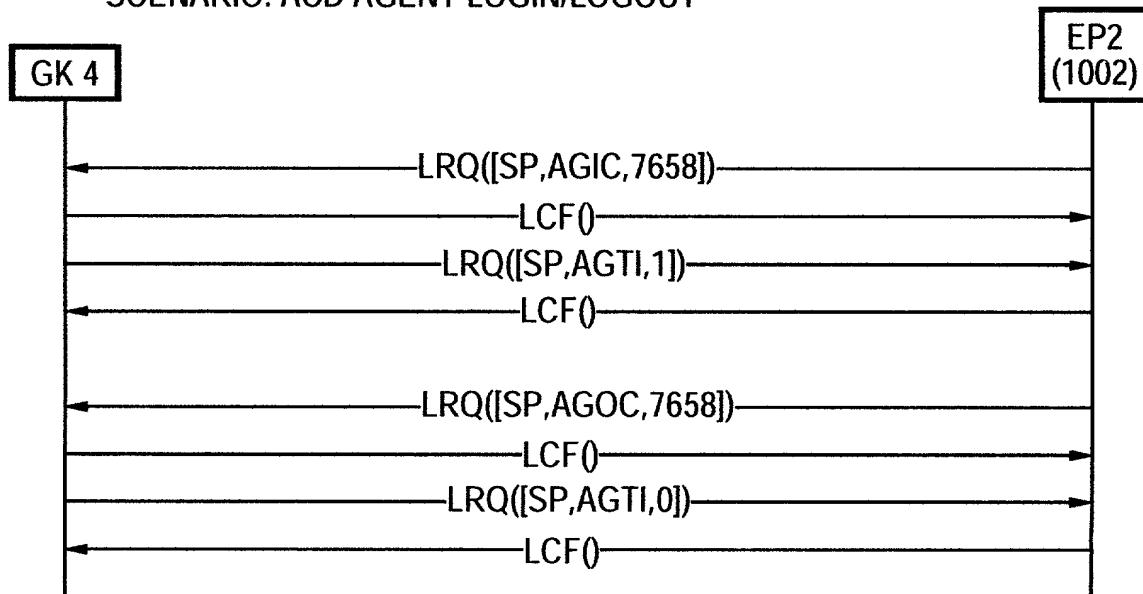


FIG.5

SCENARIO: SET MAKE BUSY, SET DND, CANCEL WORK TIMER

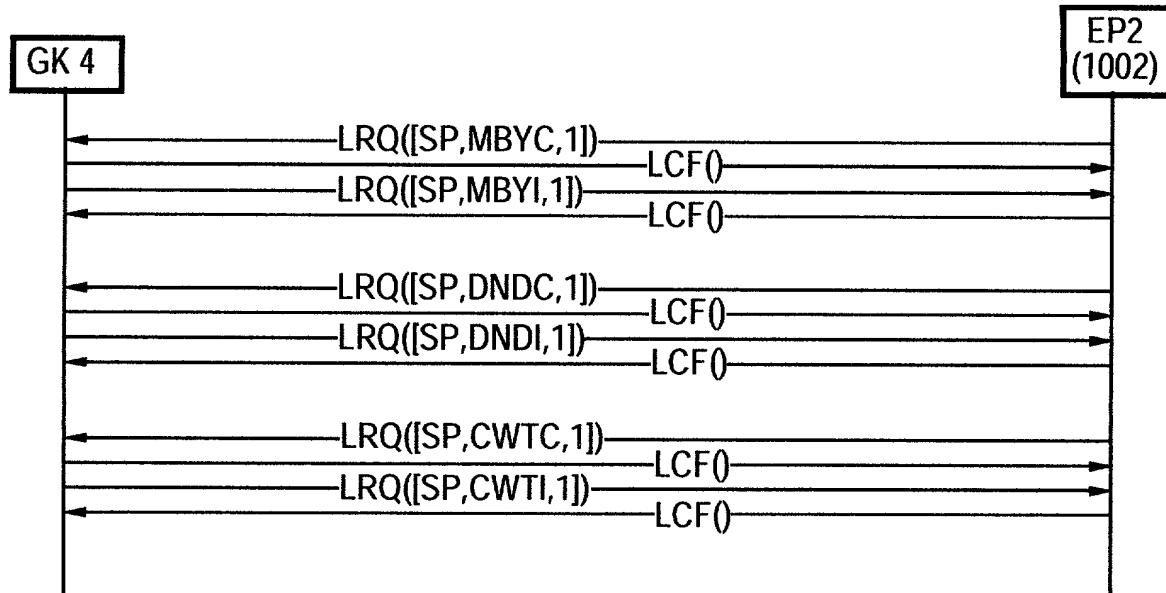


FIG.6

SCENARIO: DISABLE MAKE BUSY, SET DND, CANCEL WORK TIMER

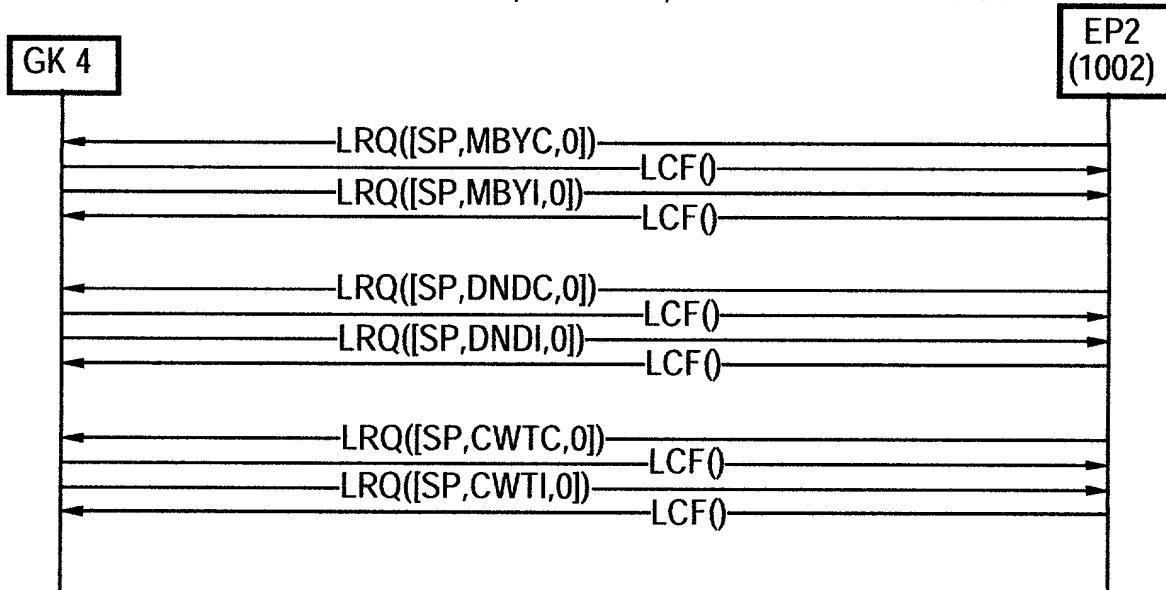
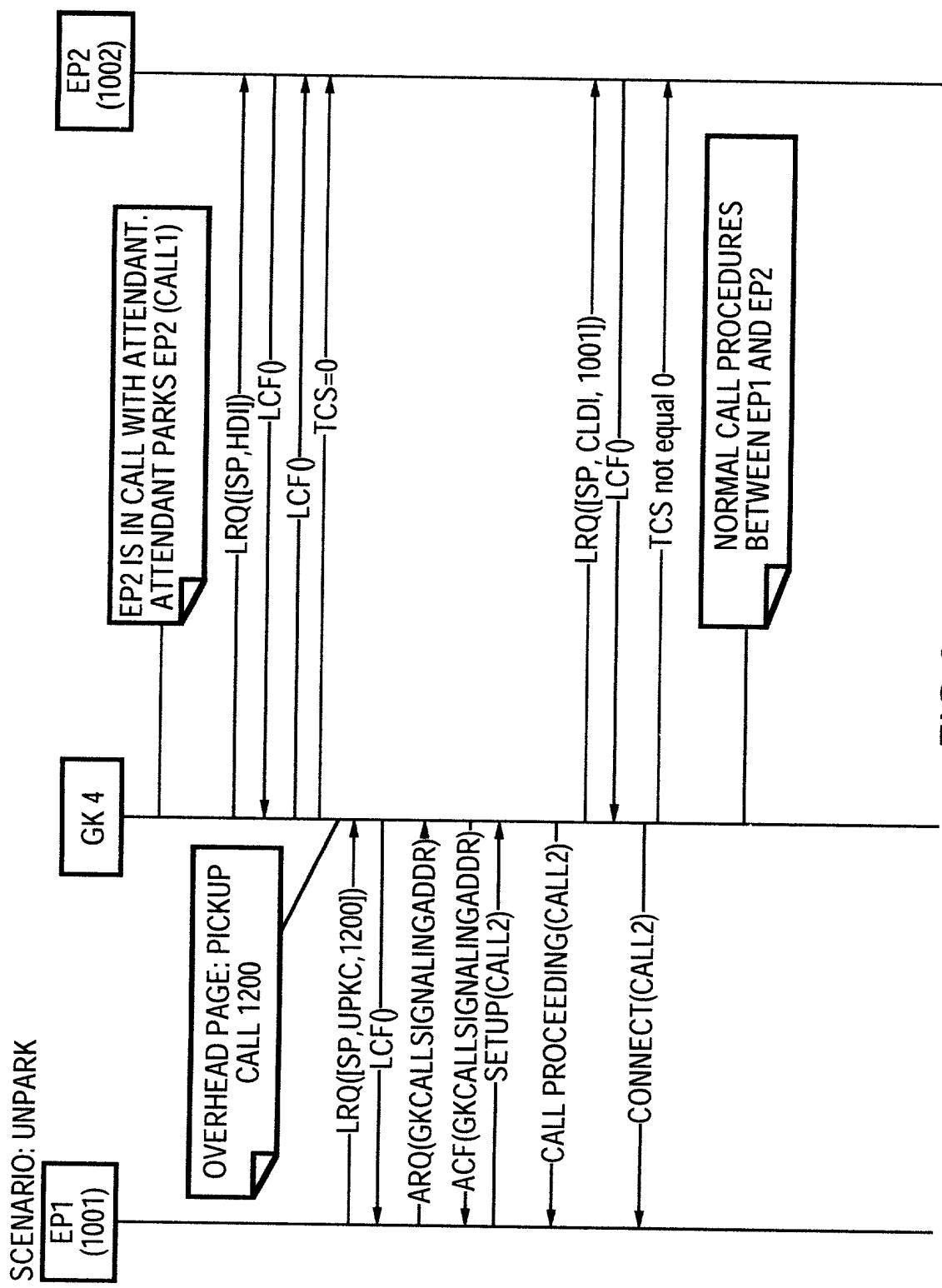


FIG.7

FIG.8



SCENARIO: BACK TO HELD

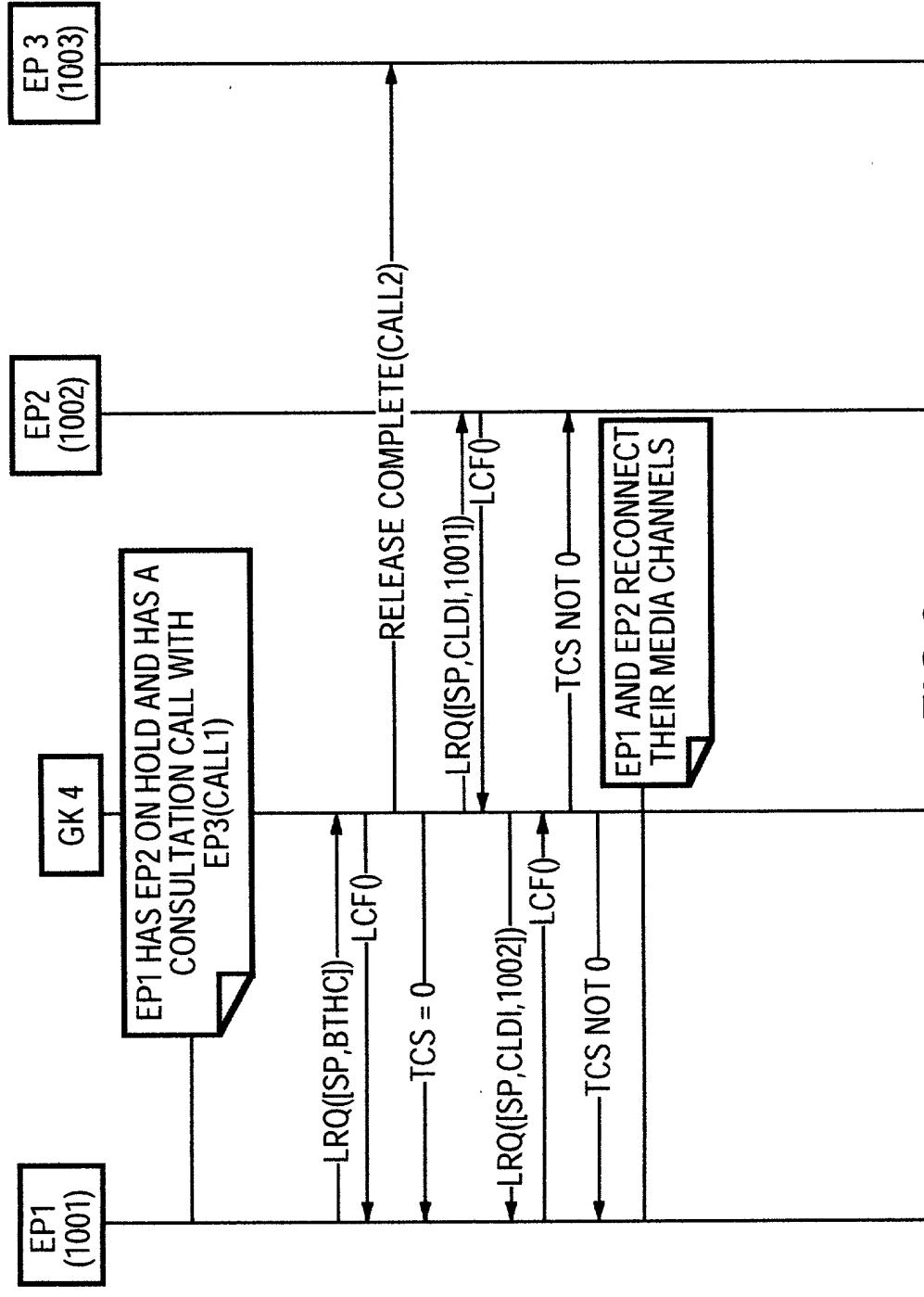


FIG.9

SCENARIO: FORCE PARTY RELEASE

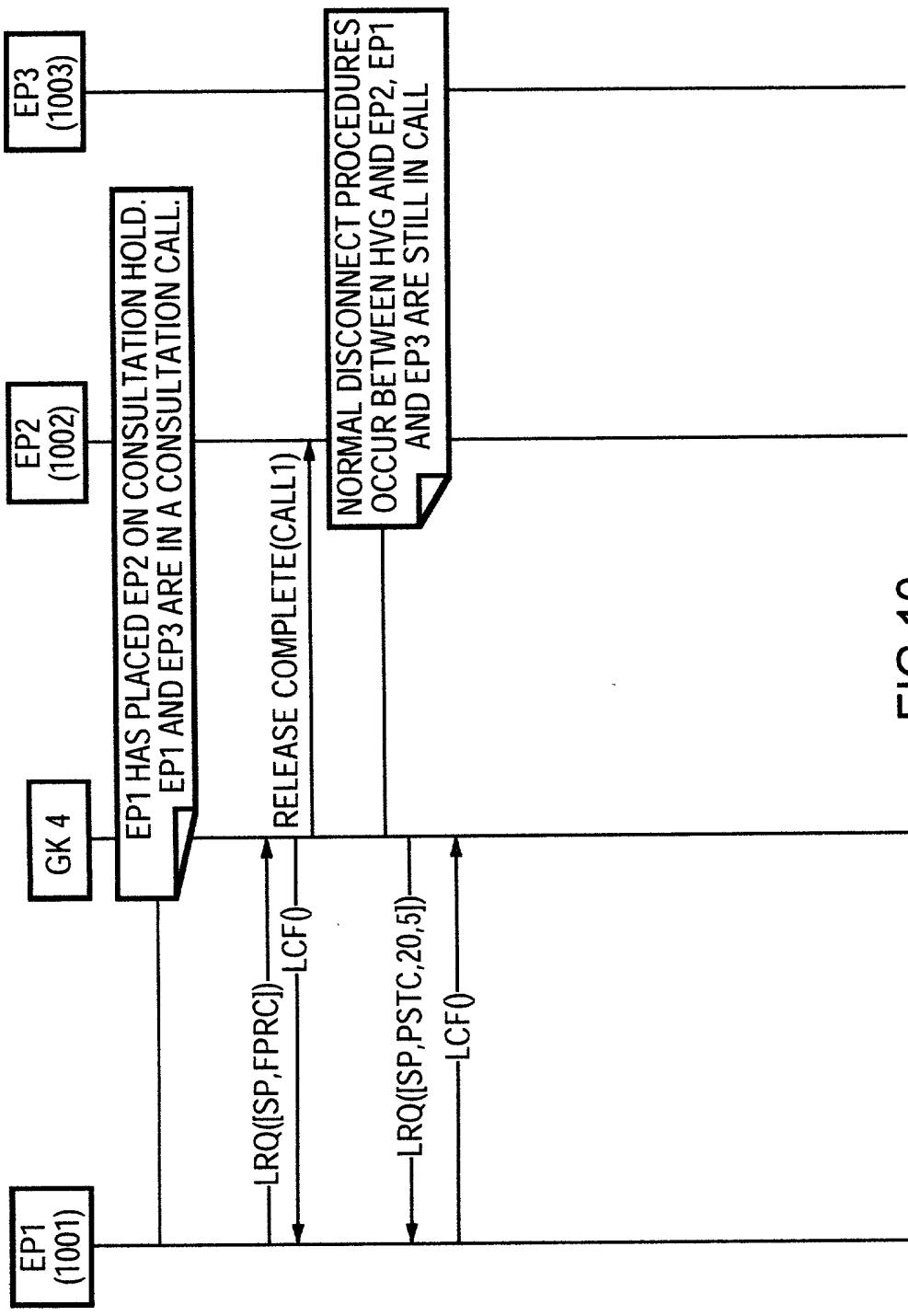


FIG. 10

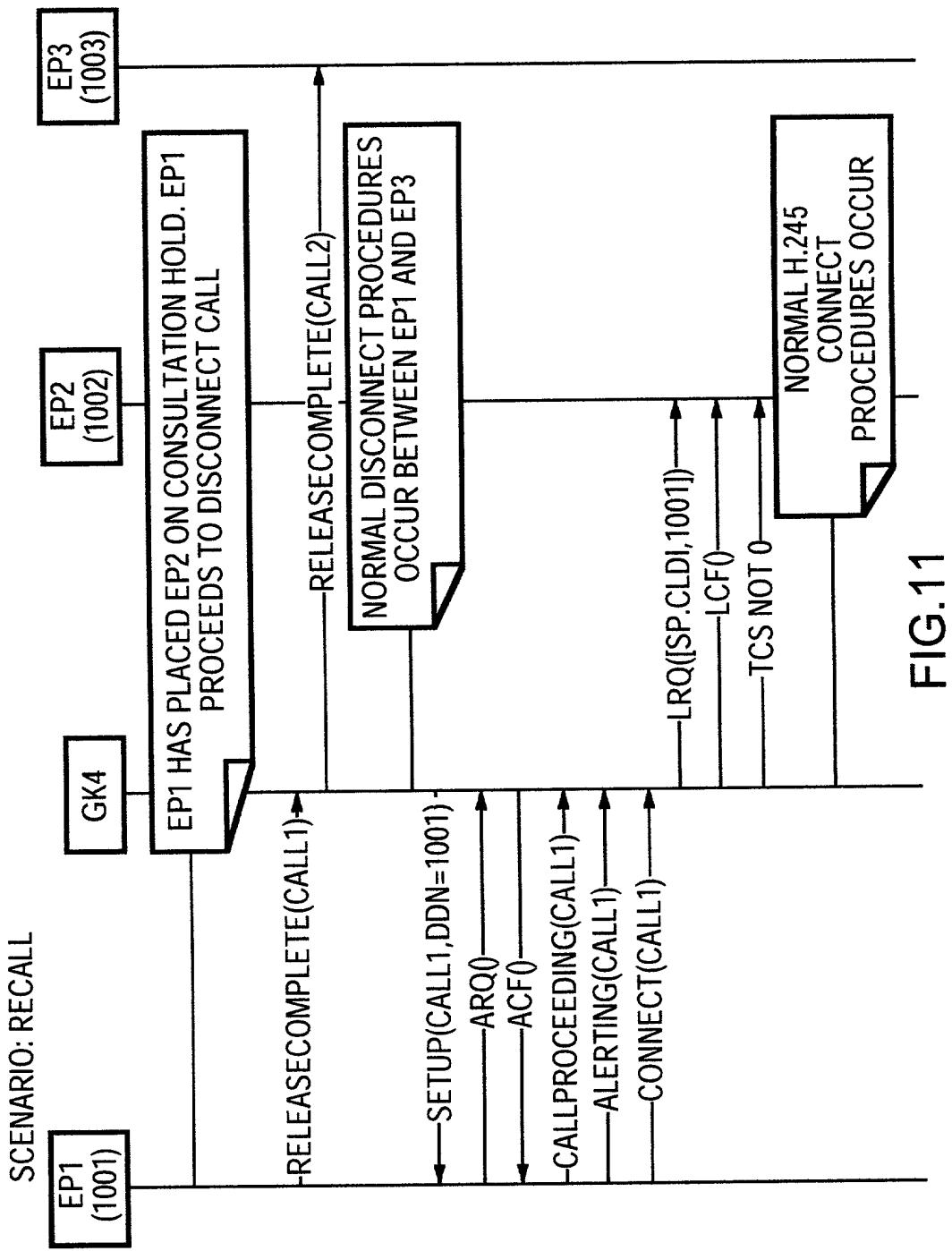


FIG. 11

SCENARIO: CALL TRANSFER WITH CONSULTATION

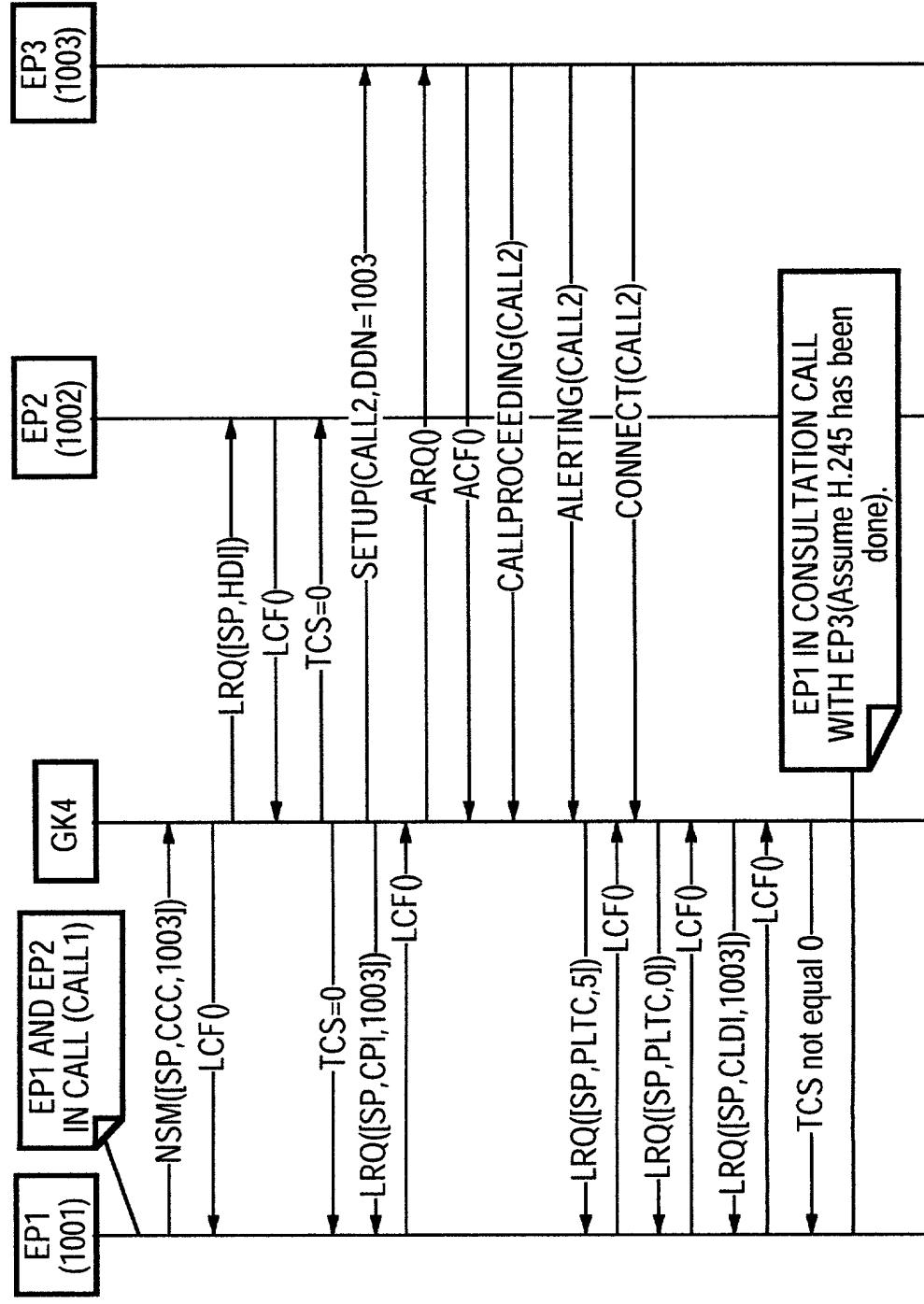


FIG. 12

SCENARIO: CALL TRANSFER WITH CONSULTATION

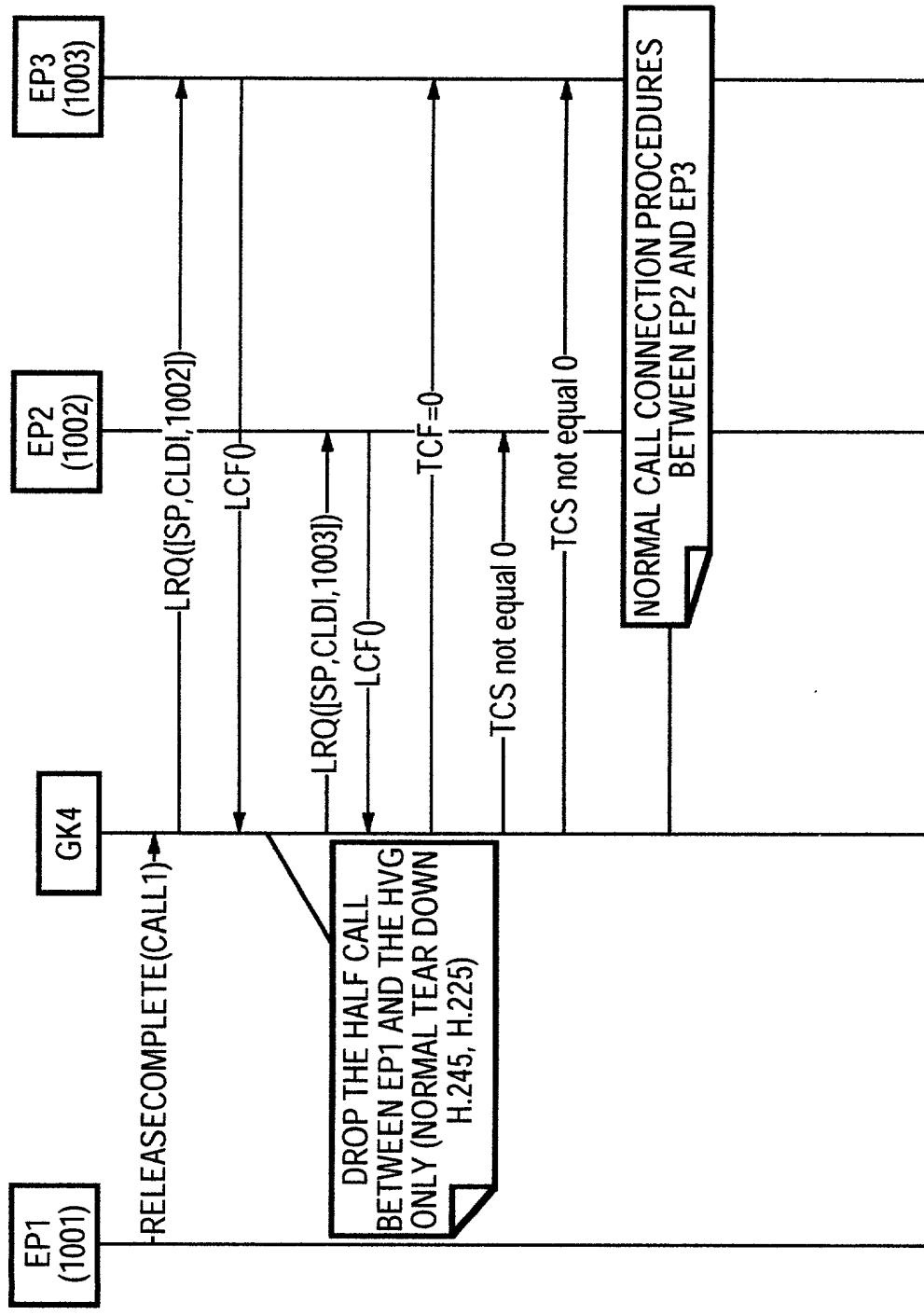


FIG.13

SCENARIO: BLIND CALL TRANSFER

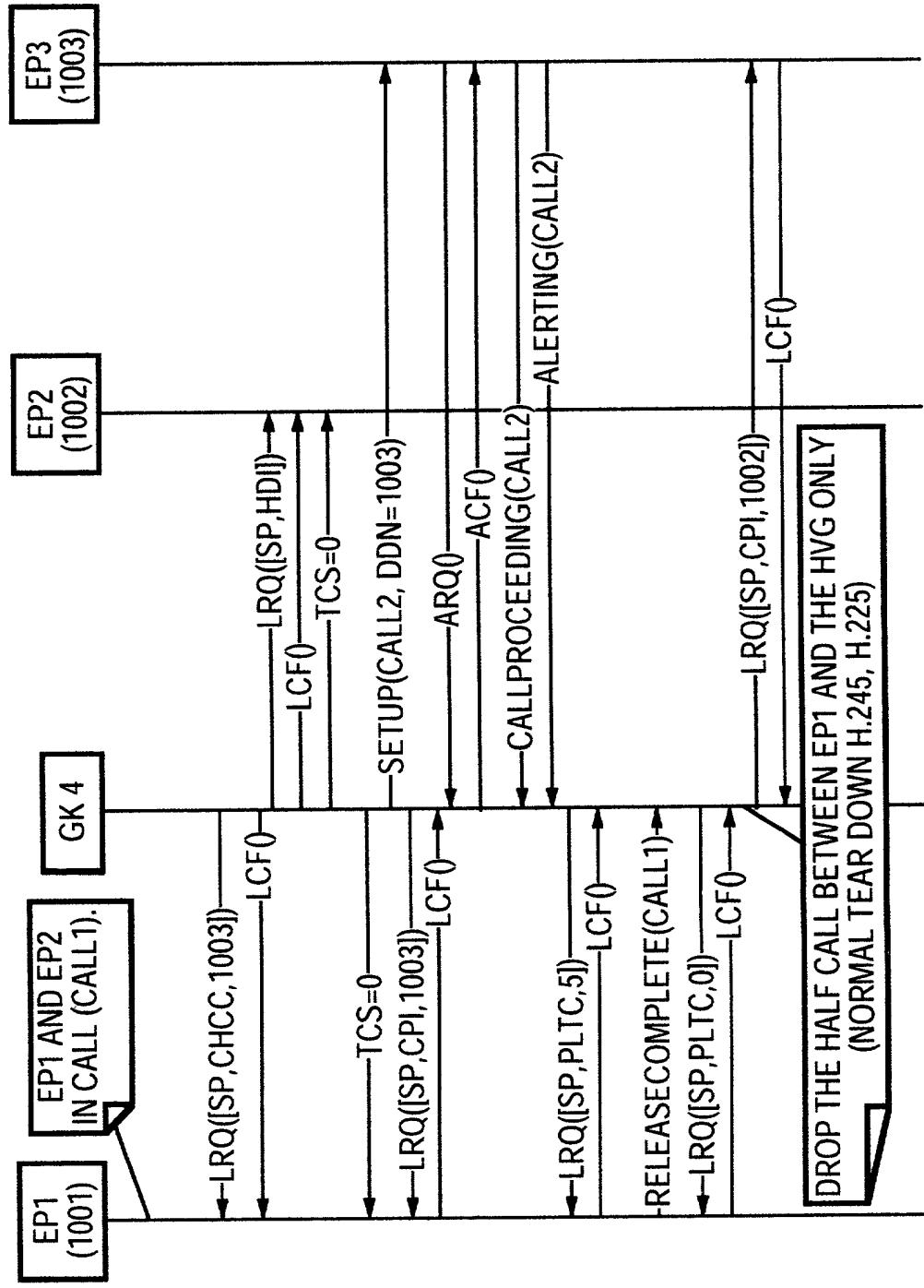


FIG. 14

SCENARIO: BLIND CALL TRANSFER

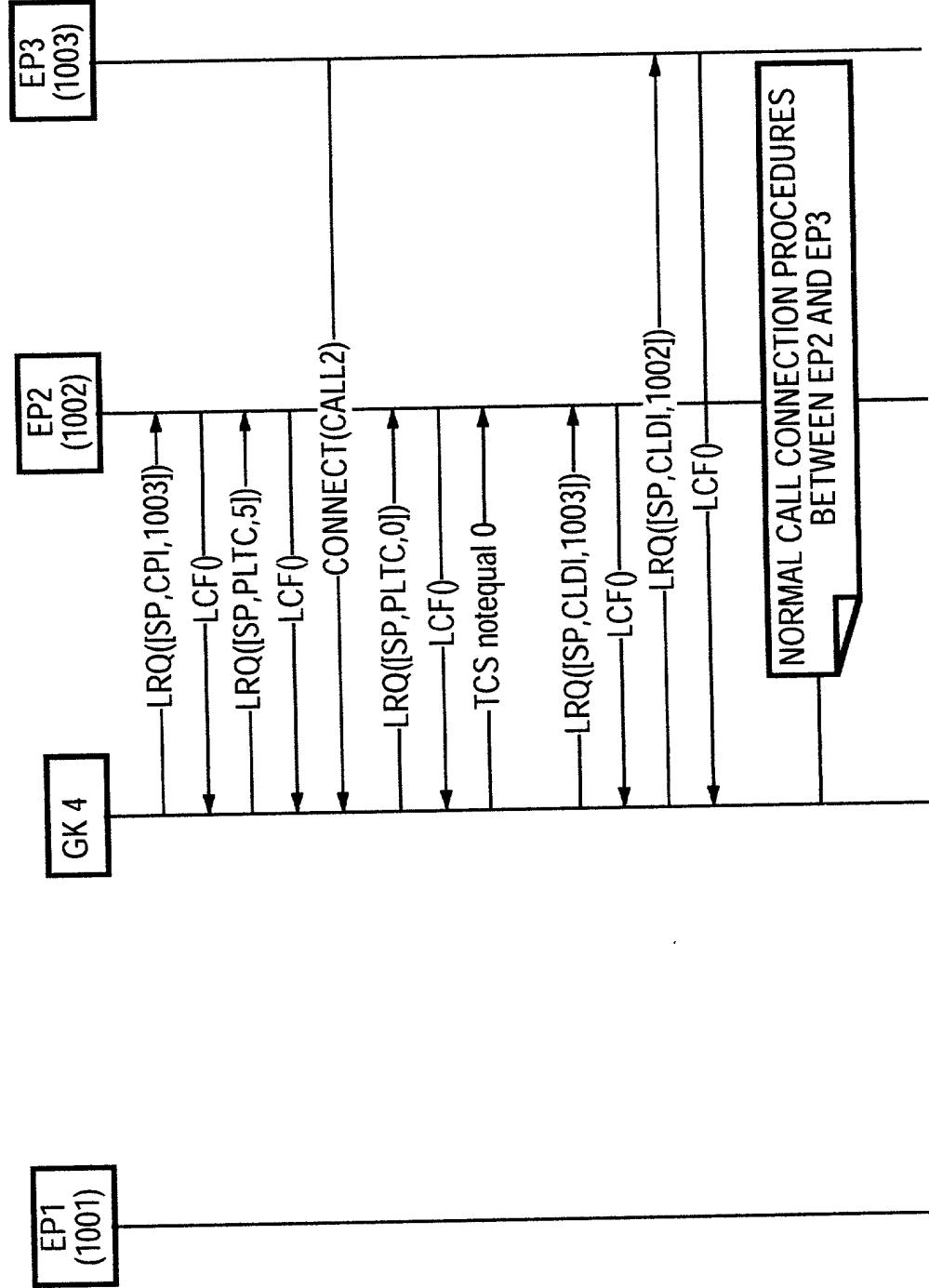


FIG. 15

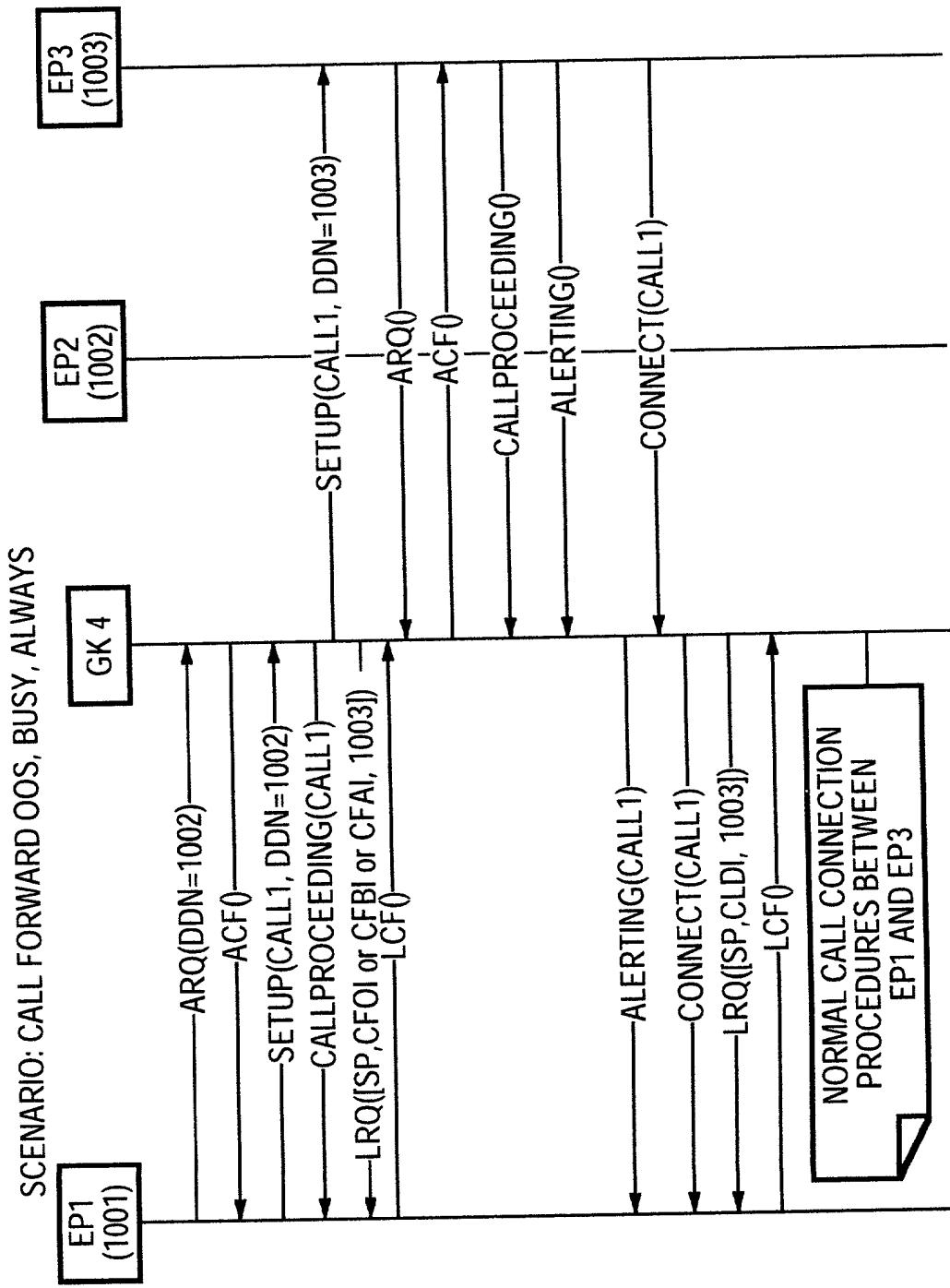


FIG. 16

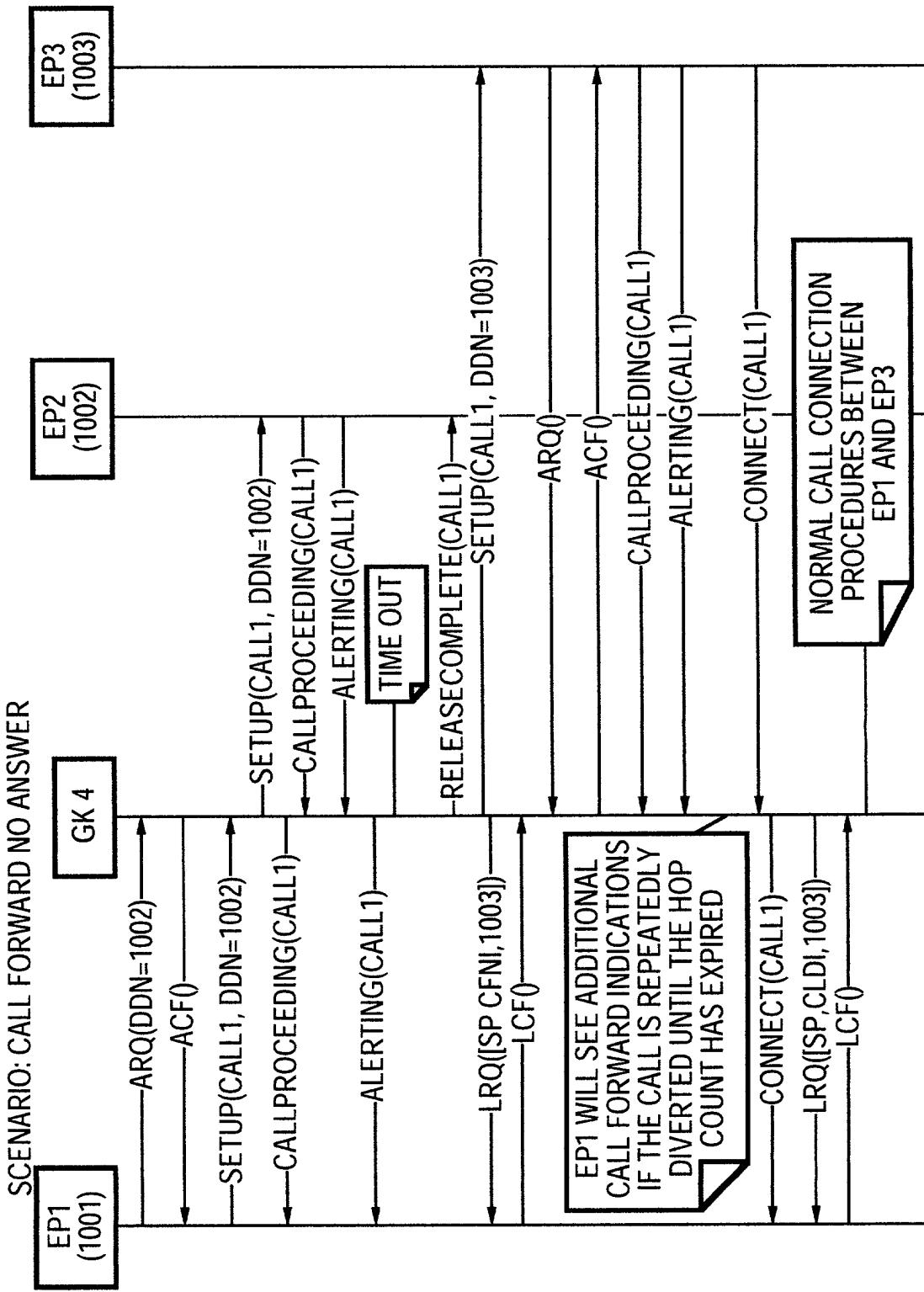


FIG.17

SCENARIO: SYSTEM CAMPON AND SWAP

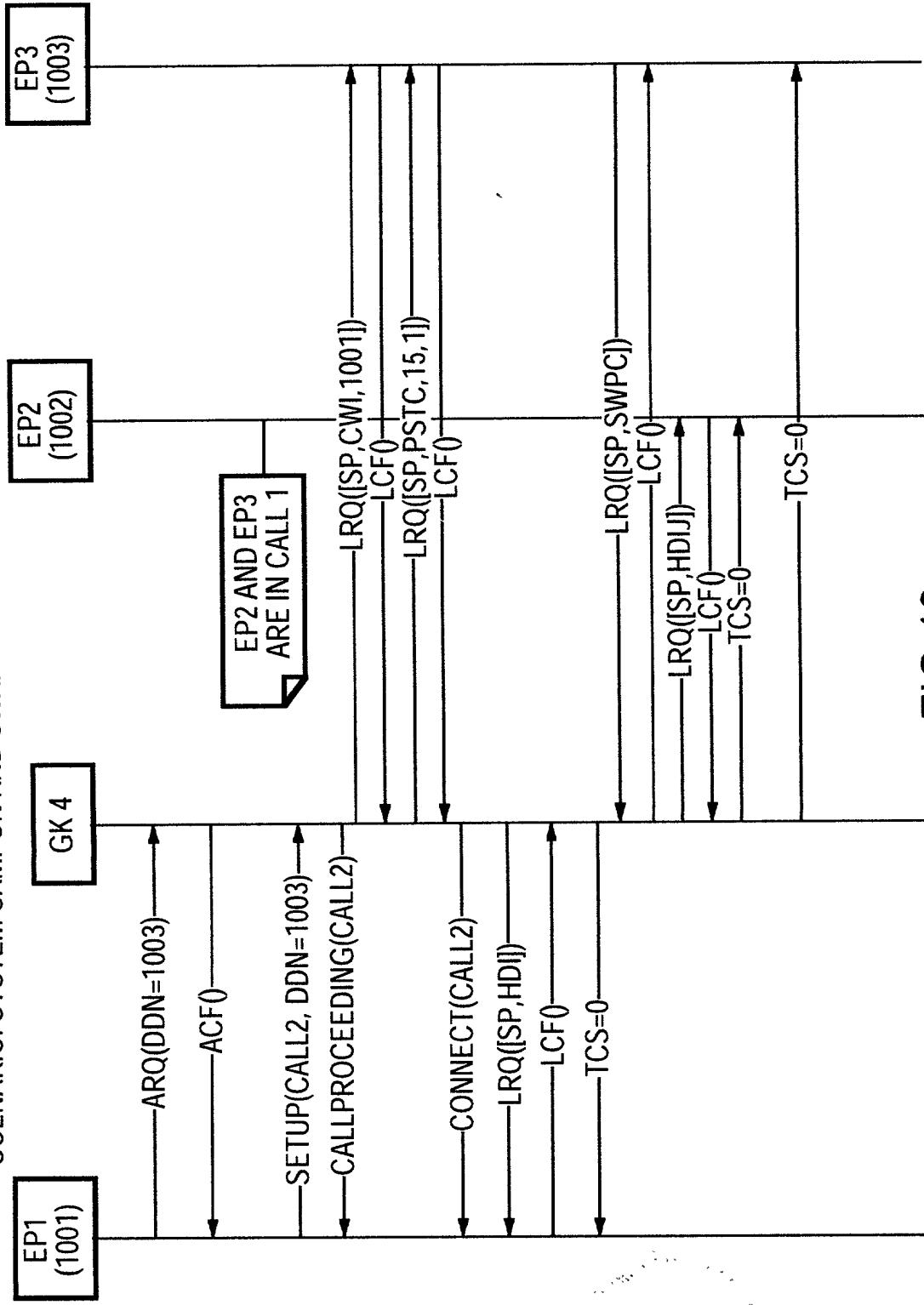
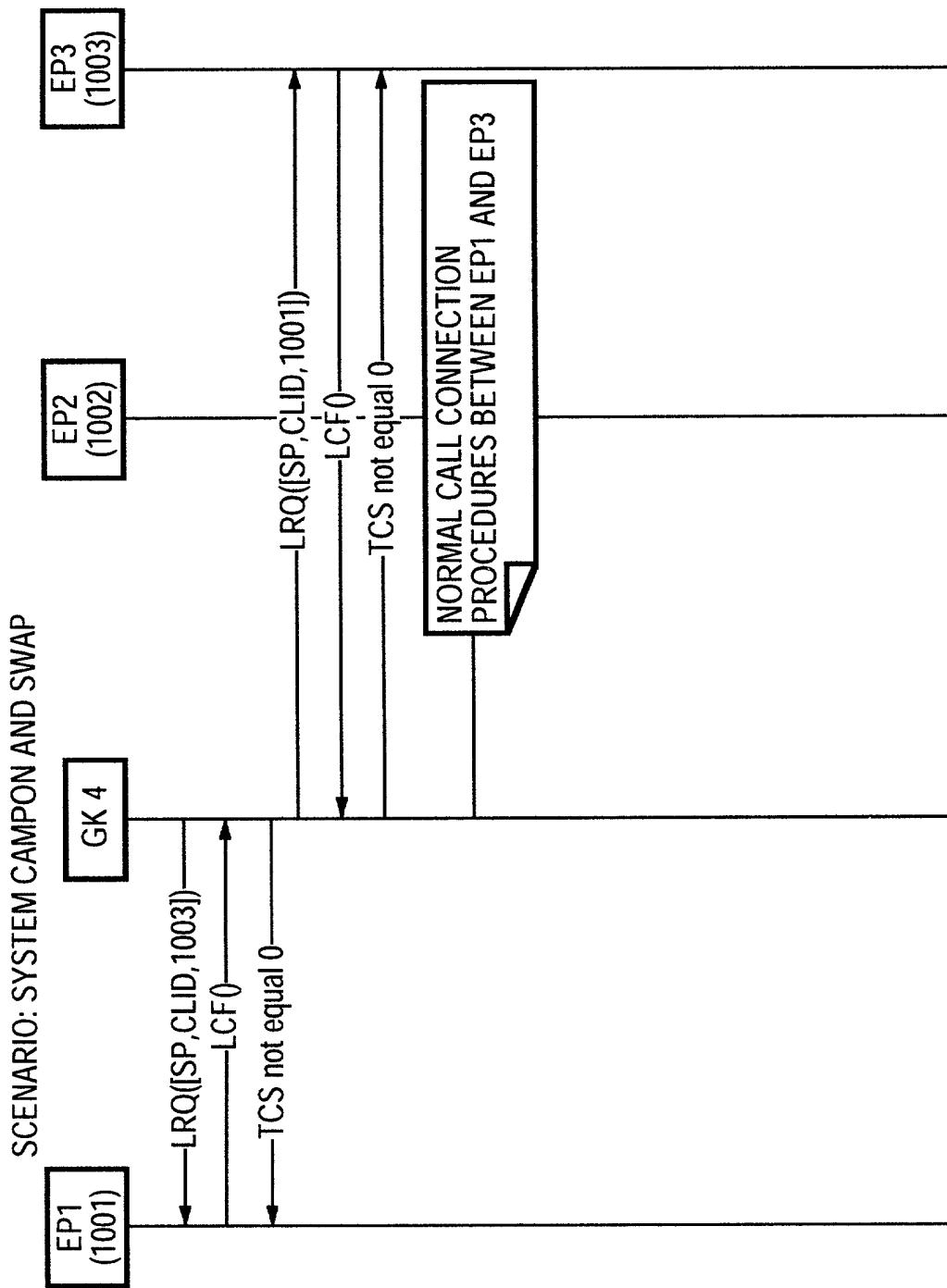


FIG. 18

FIG.19



SCENARIO: ADHOC CONFERENCE EXPANSION

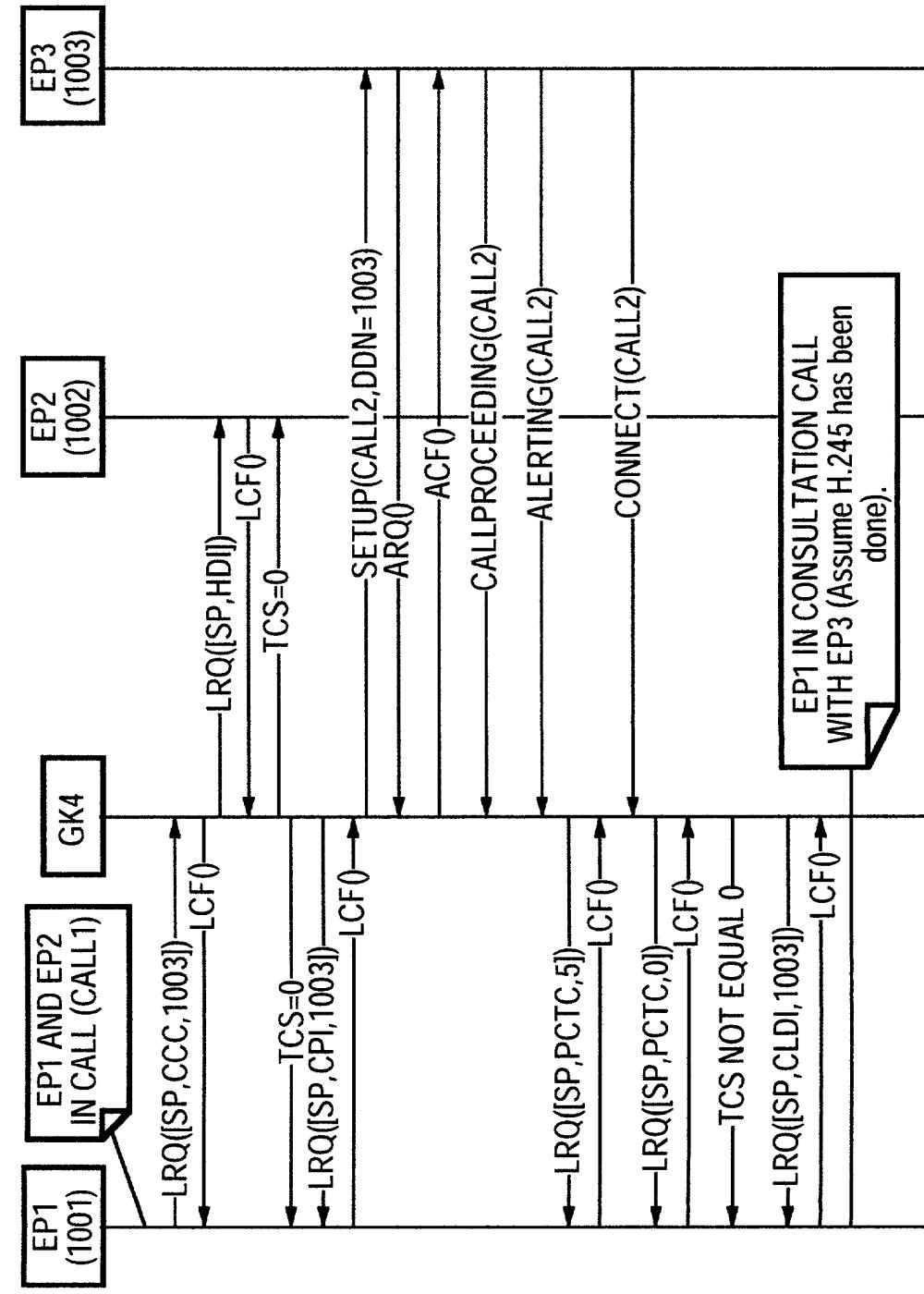


FIG.20

SCENARIO: ADHOC CONFERENCE EXPANSION

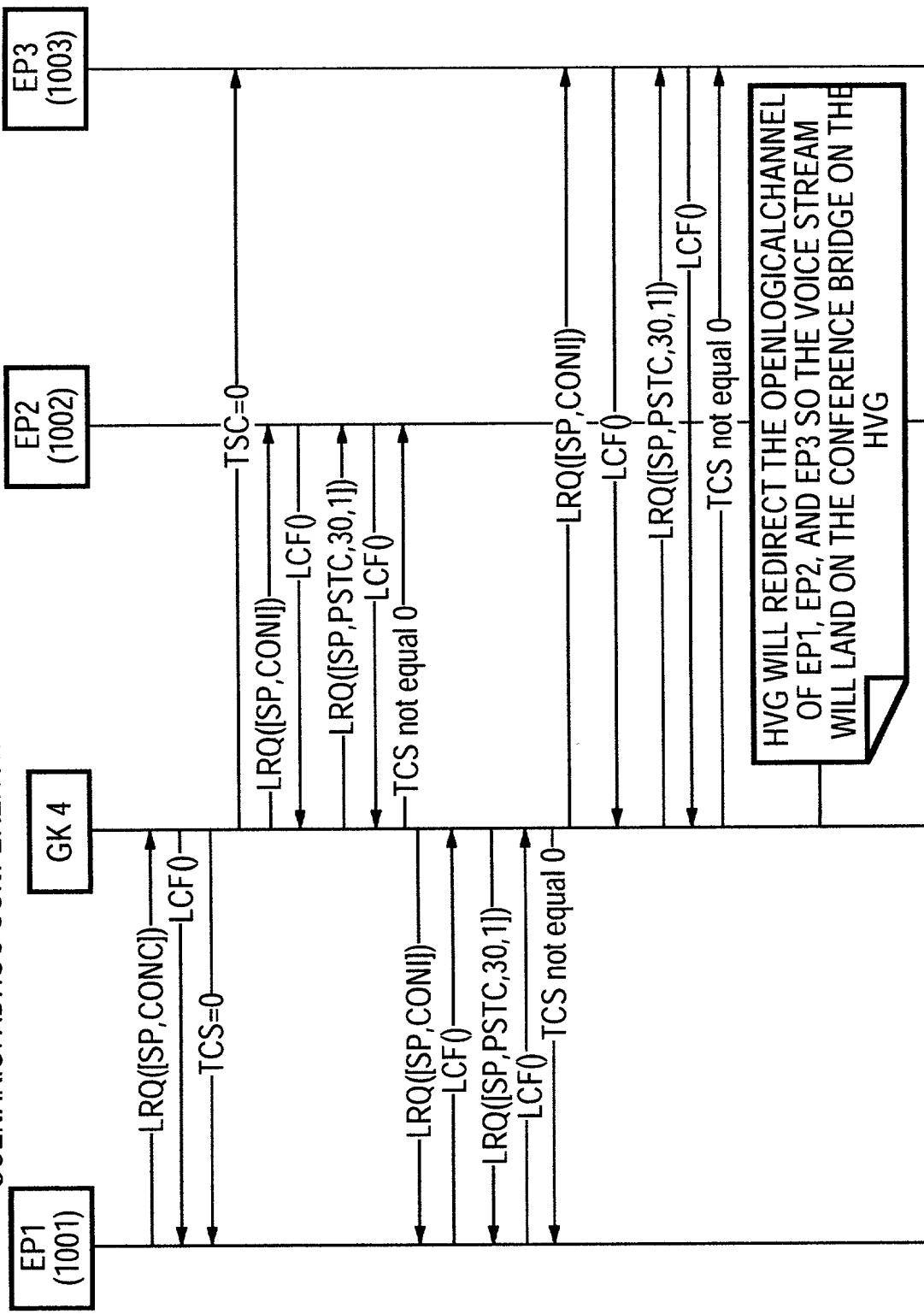


FIG. 21

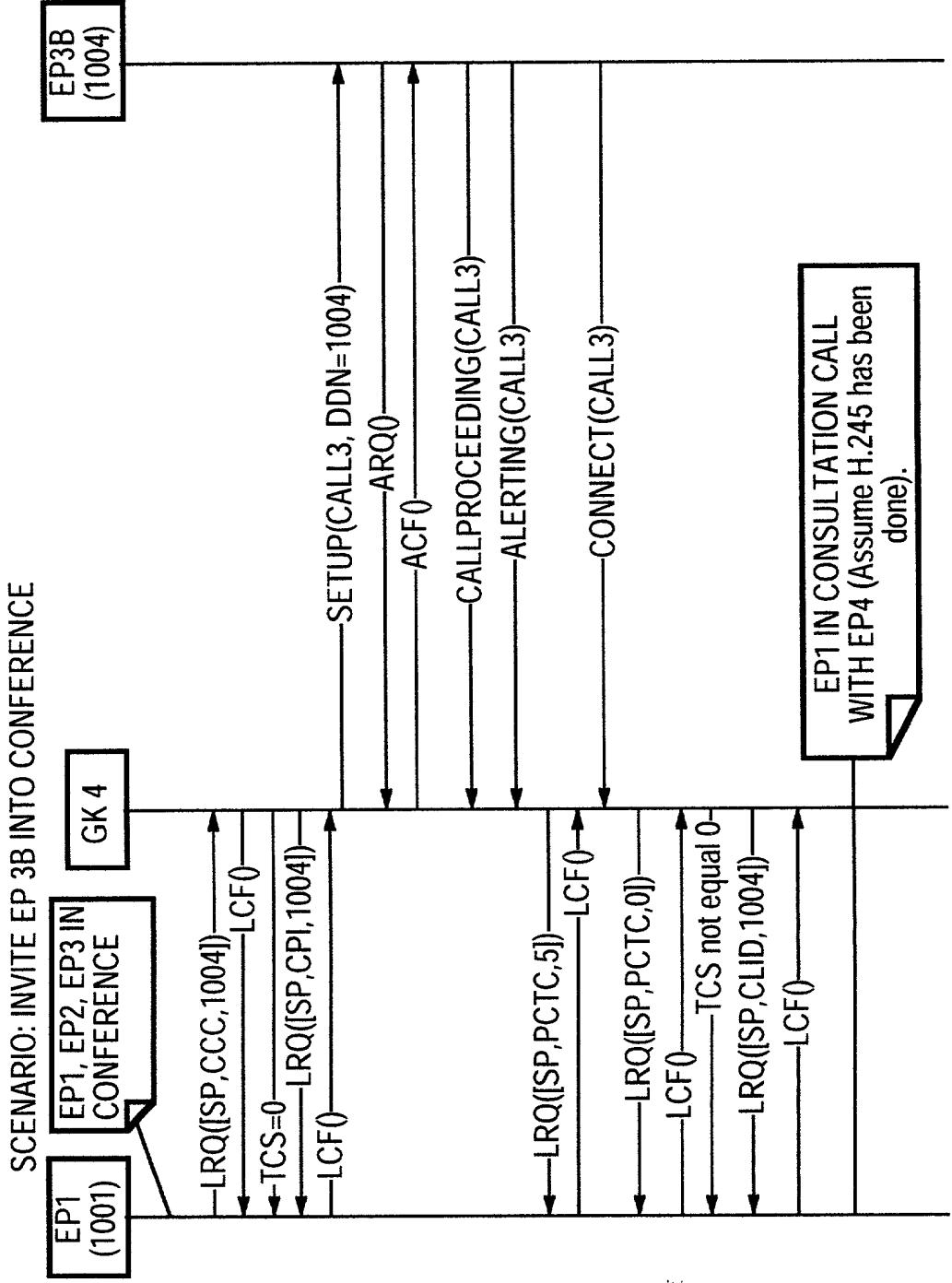


FIG.22

SCENARIO: INVITE EP 3B INTO CONFERENCE

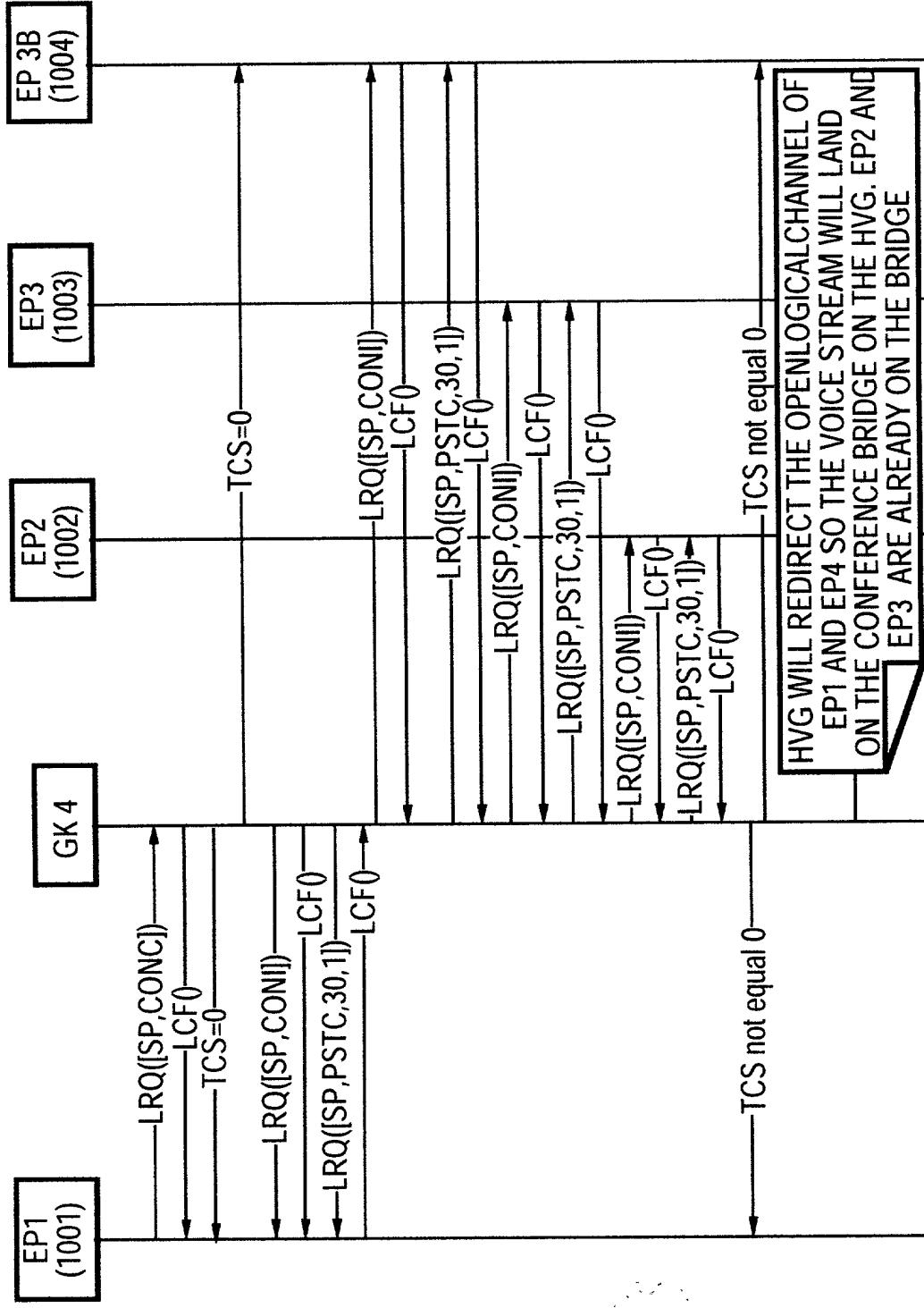


FIG. 23

FIG.24

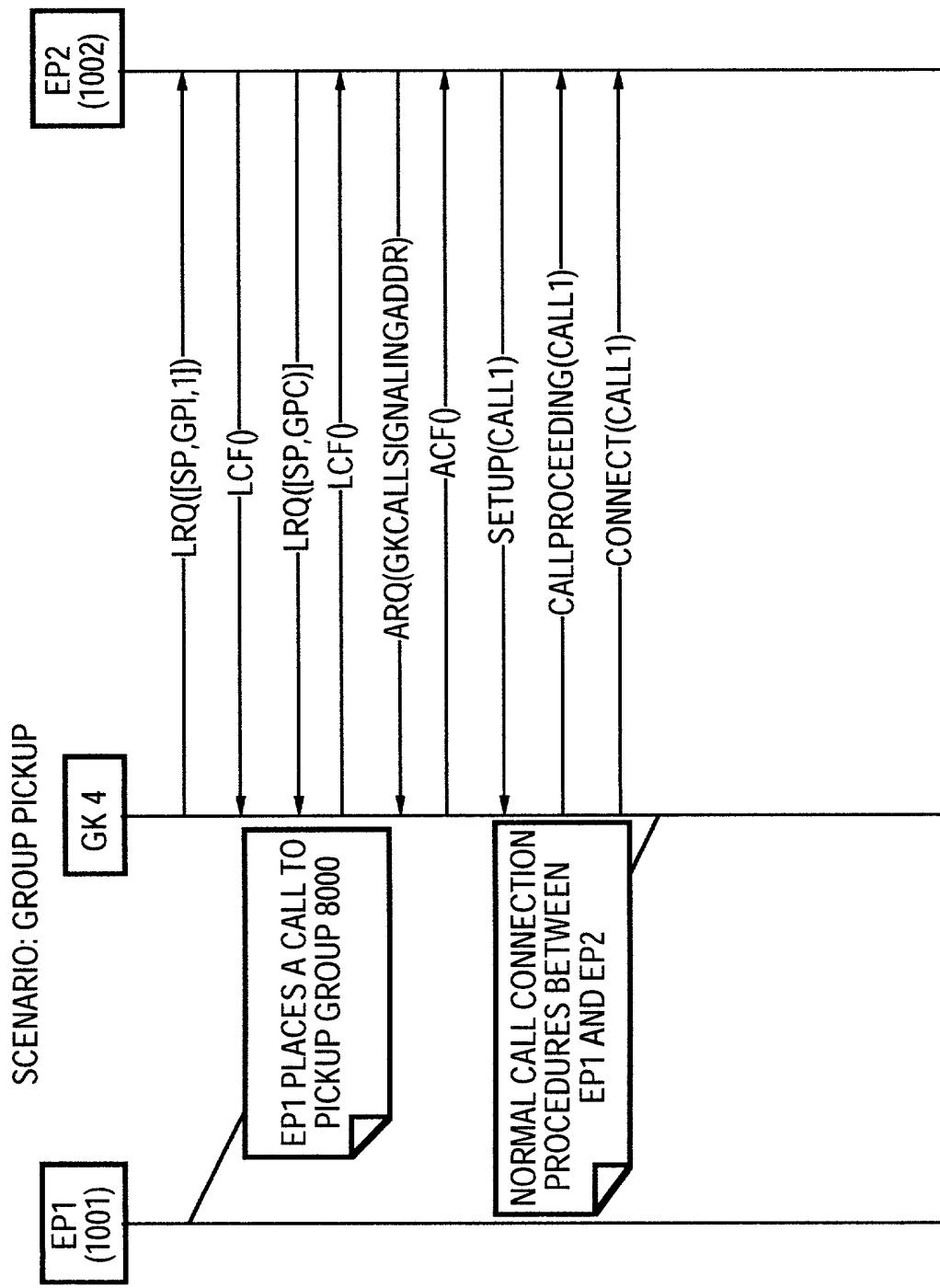


FIG.25

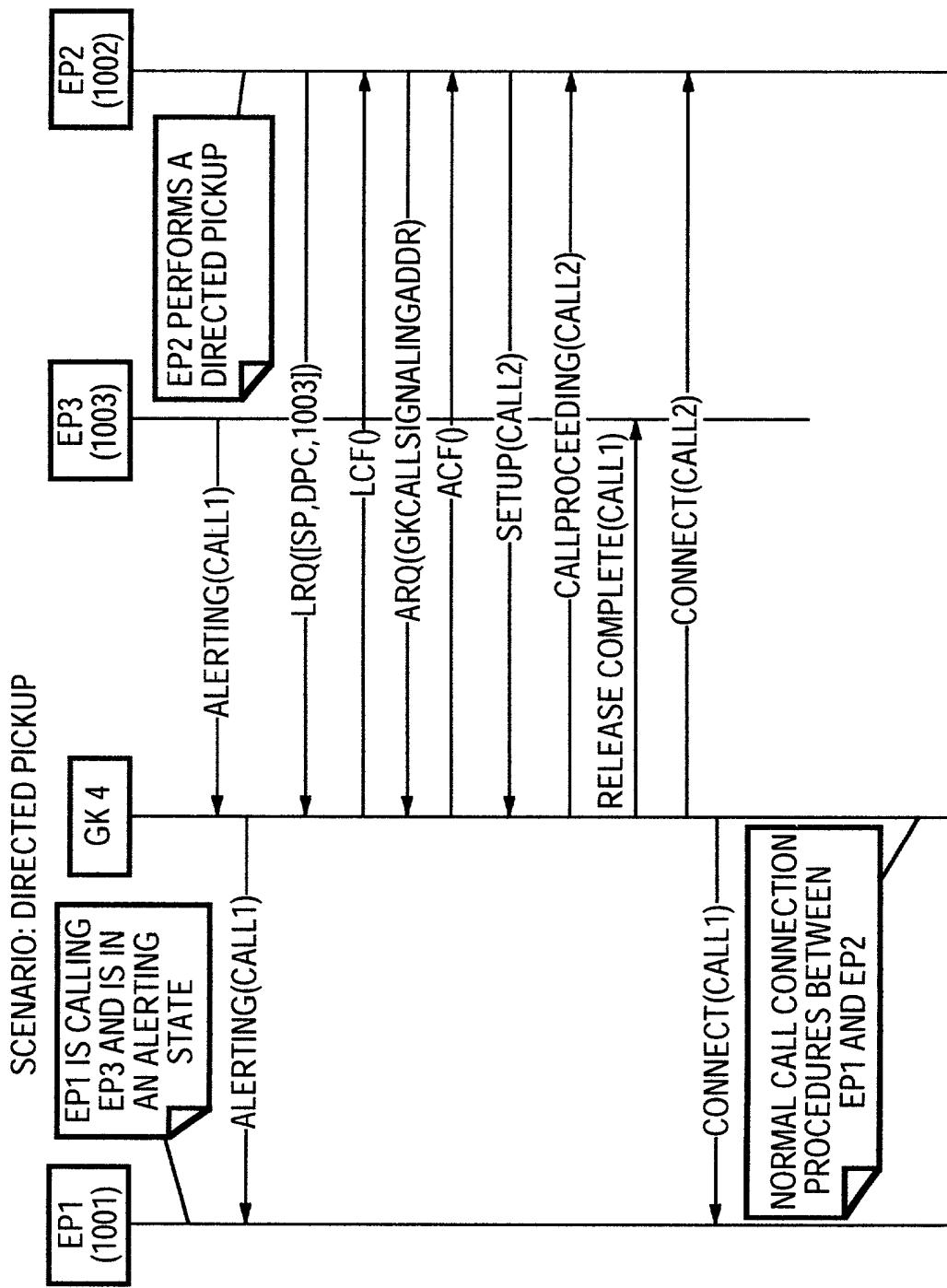
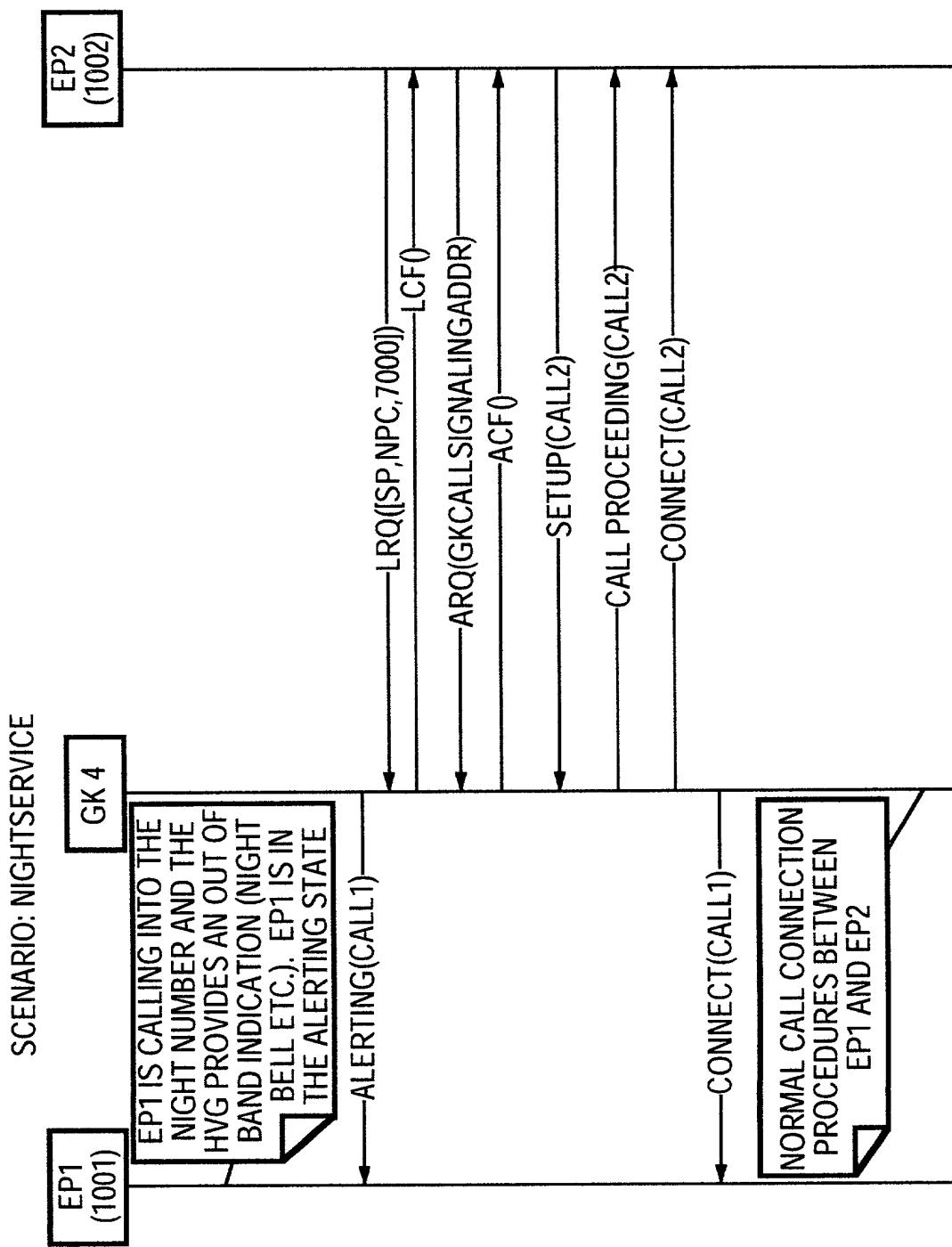


FIG.26



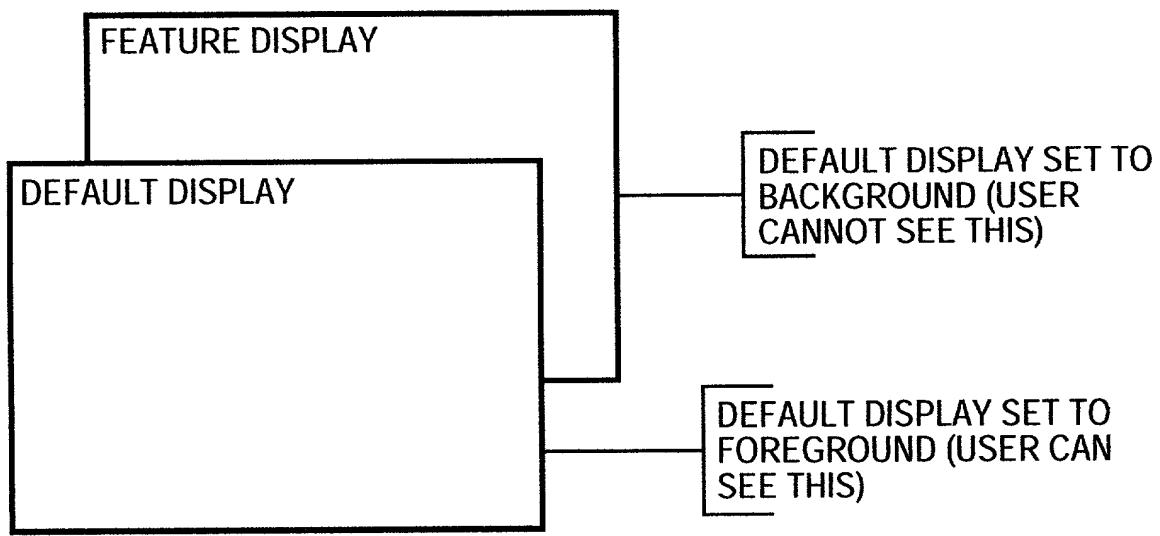


FIG.27

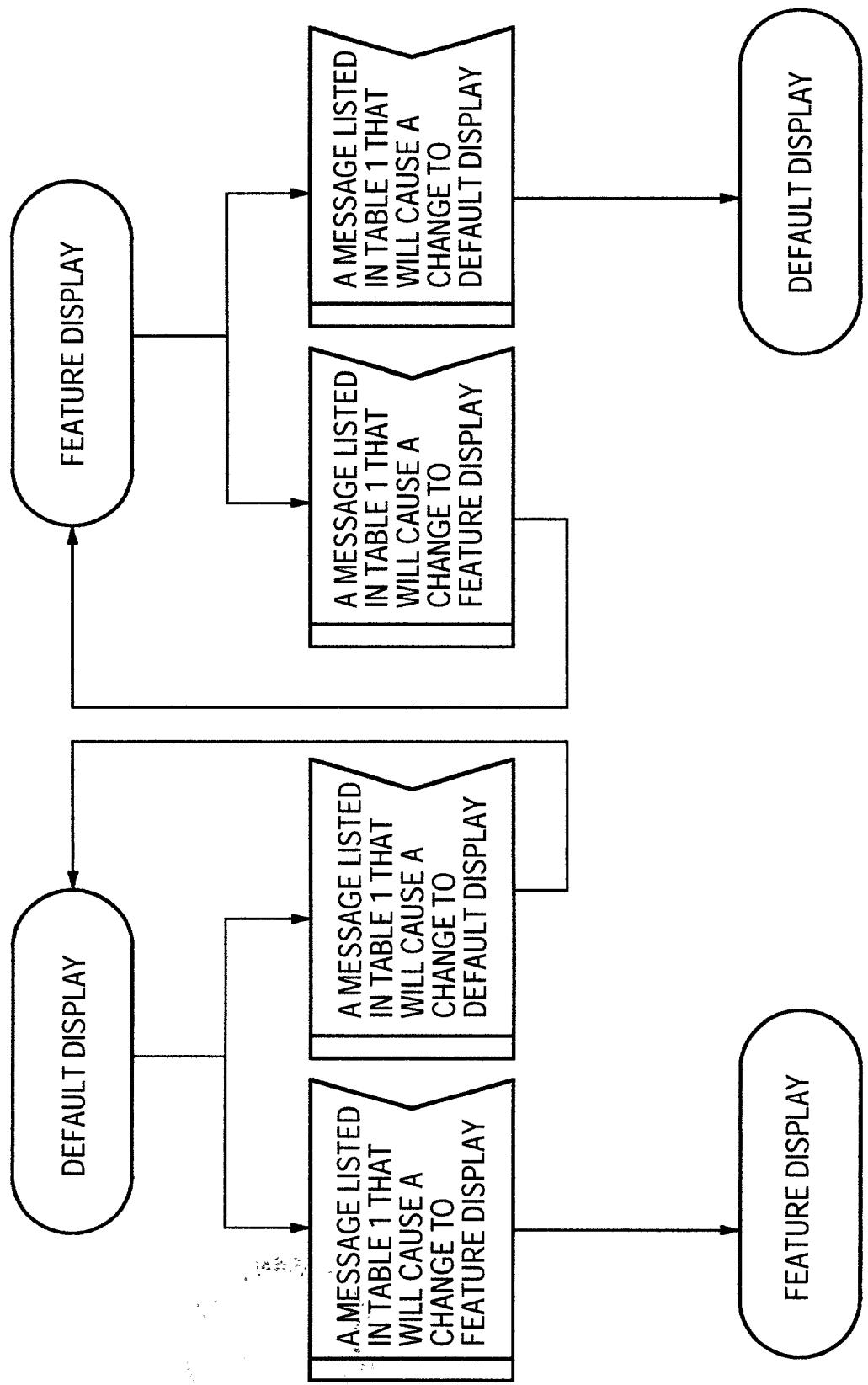


FIG.28

SCENARIO: CALL FORWARD OOS, BUSY, ALWAYS

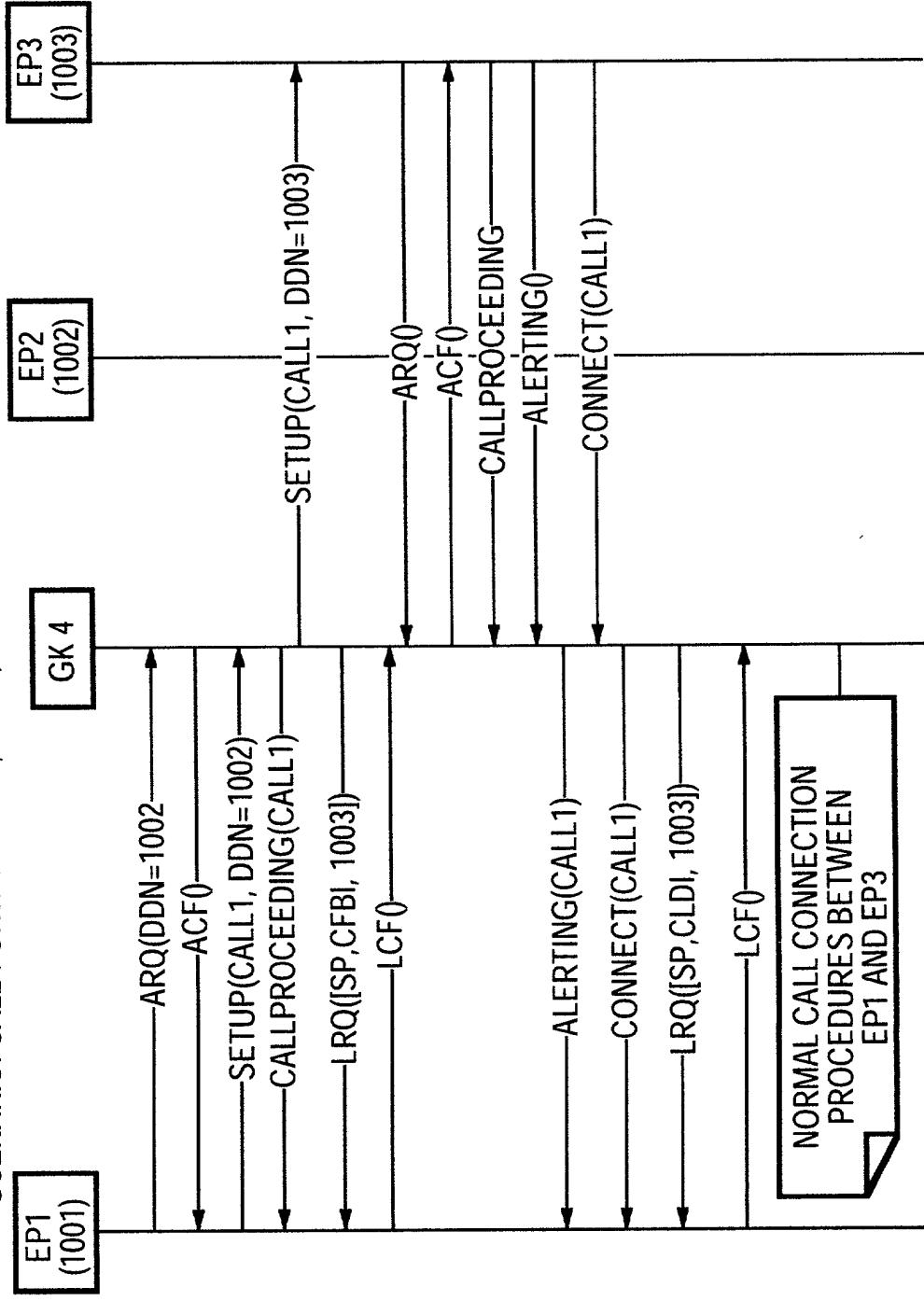


FIG.29

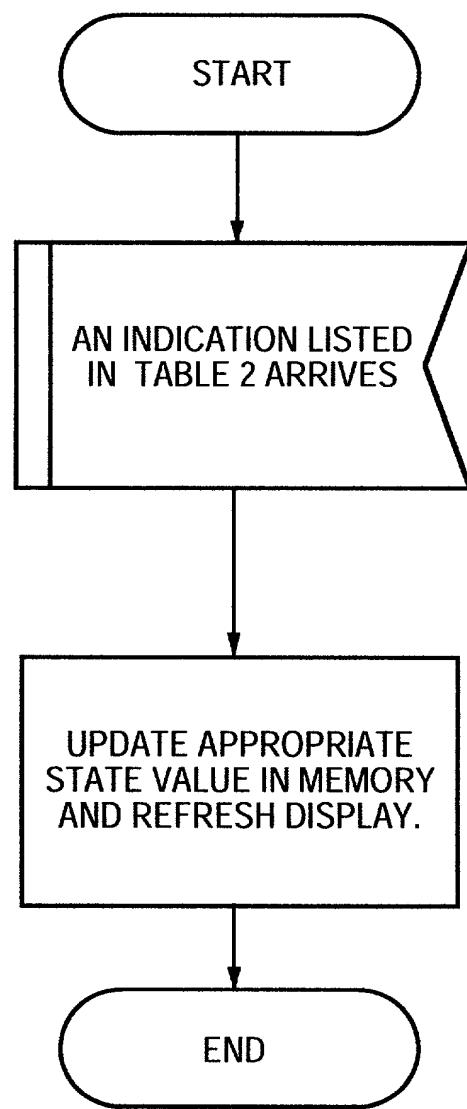


FIG.30